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GN 9120
User Guide

GN Netcom

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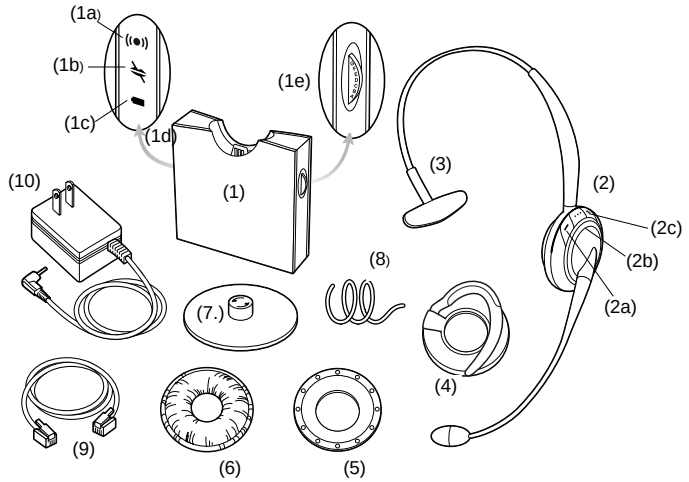


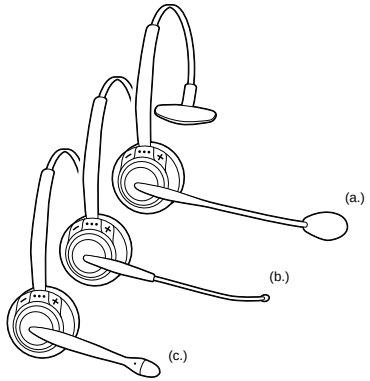
Components

1. Base Unit
   - *a) On-Line Indicator*
   - *b) Mute Indicator*
   - *c) Battery Re-Charge Indicator*
   - *d) Link Indicator*
   - *e) Telephone Termination Switch*
2. Headset
   - *a) Multifunction Button*
   - *b) Volume Up*
   - *c) Volume Down*
3. Headband
4. Earhook
5. Earplate
6. Ear cushion
7. Base Stand
8. Connection Cord
9. Cord Manager
10. Power Cord

Your headset will have one of the following Boom styles:

a) Headset with NC *(noise canceling microphone)*
b) Headset with SoundTube™
c) Headset with MidiBoom™

These instructions apply to all 3 Headsets.

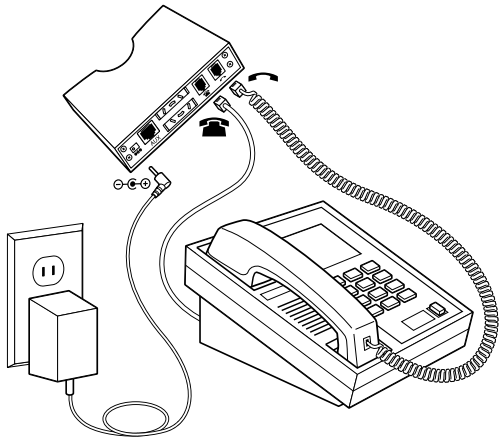


Installation

1) Disconnect the handset cord from the telephone's handset port and connect it to the port marked *handset* on the *Base Unit*.

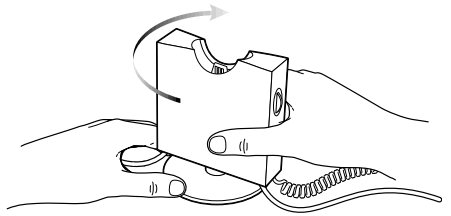
2) Insert the *Connection Cord* into the telephone's handset port marked *handset*. Then insert the other end of the *Connection Cord* into the port on the *Base Unit* marked *telephone*.

3) Plug the *Power Adapter* into the port marked *power icon* at the bottom of the *Base Unit*. Connect to a power outlet.



4) Insert the *Base Unit* into the *Base Stand* and twist until secure.

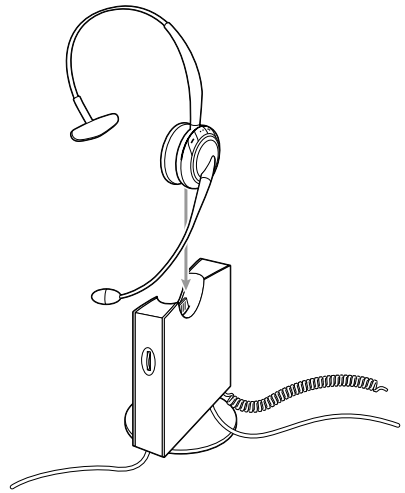
Note: Use the Cord Manager to organize all cords attached to the Base Unit.



Charging the Battery

Fully charge the headset for 1.5 hours prior to initial use. To charge, place the headset in the base. The *Battery-Charging Indicator* on the *Base Unit* will flash while charging and will stop flashing, but remain lit when the battery is fully charged.

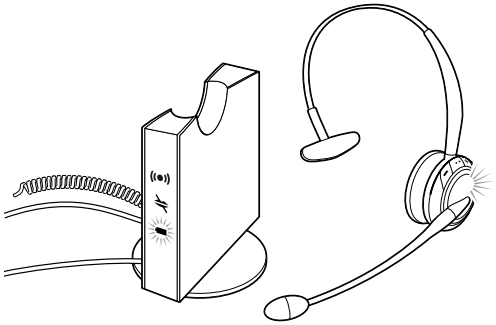
A completely charged battery provides up to 8 hours of talk time. If the battery needs to be recharged, a beep will sound in the headset every 20 seconds.



*** REMEMBER ***
CHARGE THE BATTERY FOR 1.5 HOURS
PRIOR TO INITIAL USE

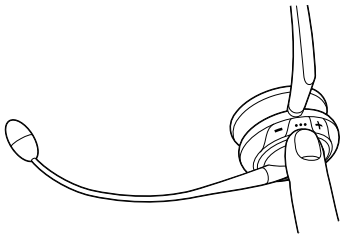
Checking Your System

To check that your system is set up correctly, first remove the headset from the *Base Unit*. The green, *Link Indicator* on the front of the *Base Unit* will light up and the red, *On-Line Indicator* on the headset will flash.



Adjusting to Your Telephone

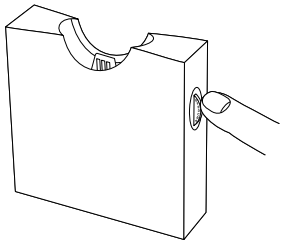
1) First, make sure the *Mute* function is off. If the *Mute* function is activated, you will hear a beep in your headset every 15 seconds. Turn off the *Mute* function by pressing the *Multifunction Button* once quickly.



2) Put on the headset.

3) Lift the telephone's handset and listen for a dial tone in your headset.

4) If there is little or no dial tone, move the *Telephone Termination Switch* on the back of the *Base Unit*, from A through G until the dial tone is clearly heard.



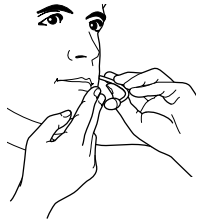
Adjusting Transmit and Receive Volume

1) Put on the *headset*.

2) Lift the *handset*.

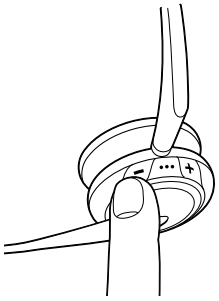
3) Call someone and ask them to help you evaluate the headset's transmit volume.

4) Make sure that the boom arm/microphone is positioned closely to your mouth.

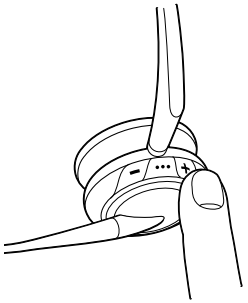


5) Press the +/- buttons on the headset simultaneously until you hear a beep. Adjust the Transmit Volume by pressing the + or - Button. + raises transmit and - lowers transmit.

   When the person you are speaking with finds the volume of your voice appropriate, press the +/- Buttons simultaneously for 2 seconds. This setting is now stored in the headset.



6) Now, adjust the Receive Volume by pressing the + or - Button, until you reach the sound level you desire. This setting is now stored in the headset.



Note: When the maximum or minimum volume is reached, you will hear a beep in your headset.

Adjusting Receive Tone Control

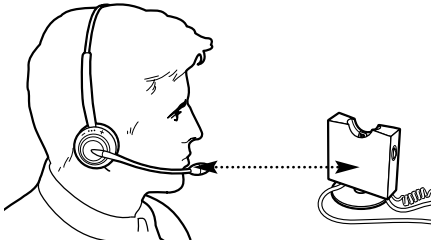
Select the tone (Normal, Bass Lift or Treble Lift) according to personal preference:

1) Press the *Multifunction Button* for 6 seconds. A beep will indicate when 6 seconds has passed.
2) Press the volume + or - button to toggle between the 3 sound modes. When the desired sound mode is reached, press the *Multifunction Button* to exit the sound mode feature.

Muting the Microphone

To mute the microphone, press the *Multifunction Button* on the headset once quickly. When the microphone is muted, you will hear a beep every 15 seconds in your headset and the red *Mute Indicator* on the *Base Unit* will light. You will still hear the other party.

Placing and Answering Telephone Call



1) Remove the headset from the *Base Unit*. The *Link Indicator* will light.
2) Put on the headset.
3) Lift the handset from the phone. Answer or place the call.
4) You can now move freely away from the *Base Station*. If you move out of trans mission range, you will hear a beep in the headset every 10 seconds. Once back in range, the beeping will stop.

To end the call, replace the handset.

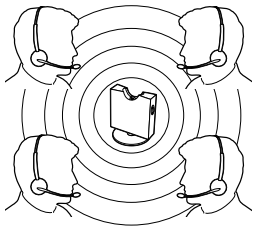
Answering telephone calls using the GN 1000 RHL (Remote Handset Lifter):

You may purchase a *GN 1000 RHL* as an accessory, which lets you answer and end telephone calls while away from your desk. Please contact your preferred reseller or visit www.gnnetcom.com for further information.

To use the *GN 1000 RHL accessory* with your *GN 9120* telephone:

1) Install a *Remote Handset Lifter* using the directions provided with that product.
2) To make a call, lift the handset out of the *Base Unit.* The *Remote Handset Lifter* will immediately lift up and you will hear a dial tone. To terminate the call, press the *Multifunction Button* for 2 seconds or put the headset back in its base.
3) To answer a call while wearing the headset, press the *Multifunction Button* quickly to establish a link. To end the call, press the *Multifunction Button* on your headset for 6 seconds. The call will be terminated.

Conference Mode



Using the Conference Mode, additional headsets may be joined to a telephone conference via the base station. The headset used with your *Base Unit* is the *Master* headset.

1) Lift your Master headset out of the *Base Unit*.

2) Initiate or answer a call.

3) During the telephone call, place an additional headset into the *Master's Base Unit*.

4) Listen for a beep in the master headset. You will have 15 seconds after the beep to accept the additional headset for conference. Accept the additional headset by simultaneously pressing the *+/- Buttons* briefly. The additional headset can exit the conference call by pressing the *Multifunction Button* for 2 seconds.

5) The conference mode is terminated when:
the *Master* headset is placed in the *Base Unit* or; the *Master* headset's *Multifunction Button* is pressed for 2 seconds (this will end the call)

Note: Repeat steps 3-5 to add more headsets to the conference mode. Up to 4 headsets may participate in the conference mode.

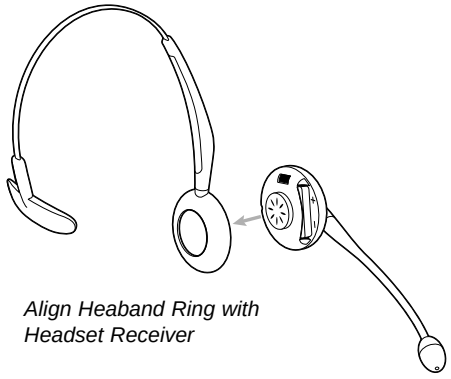
Comfort Adjustments

The GN 9120 has 2 different wearing styles:
Headband or Over-the-Ear.
To attach the headband:

1) Align the *Headset Receiver* with the *Headband Ring.*

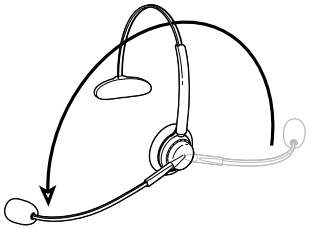
2) Gently press the *Headband Ring* to the *Headset Receiver* until it clicks. The square knob on the *Headband Ring* will match the square hole in the *Headset Receiver*.

3) Press the *Ear Cushion* onto the *Headset Receiver* until it clicks.



Align Heaband Ring with Headset Receiver

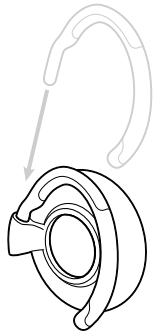
Your headband allows you to wear your headset on your right or left ear. Rotate the *Boom Arm* (x) 180 degrees for left ear or right ear wearing. The *Stay-Put* ™ click-stop headband lengthens and shortens to the desired length for a custom fit over your head. Pull to lengthen.
Push to shorten.



Note: *The Boom Arm cannot be rotated a full 360 degrees.Do not force it if you cannot rotate it any further.*

To Attach the Earhook for Over-the-Ear Wearing:

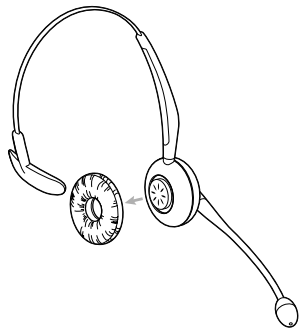
1) Gently press the *Earhook Ring* into the *Headset Receiver*. The square knob on the *Earhook Ring* will match the square hole in the *Headset Receiver*.



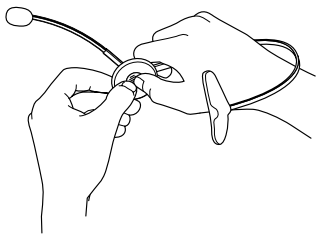
2) Attach the *Earhook* to the *Earhook Ring*. After attaching the *Earhook*, you may now adjust the headset to be worn on your right or left ear, depending on personal preference.

Changing the Headset's Wearing Style:

1) Remove the *Ear Cushion* from the *Headset Receiver (headband version only).*



2) While carefully handling the headset, gently press the Headset Receiver's speaker with your thumb and pull the *Headband/Earhook Ring* away.



Frequently Asked Questions

Why can't I hear a dial tone?

- Check that all the cords are connected correctly.
- Be sure that the AC power adapter is plugged in and has power.
- Check that the *On-Line Indicator* is lit. If not, place the headset in the *Base Unit* and take it out again.
- Check that the battery is fully charged. If the battery is fully charged, the *Battery-Charging Indicator* on the *Base Unit* will light up.

If the green, *On-Line Indicator* does not light up, check the wiring connections on the *Base Unit* and be sure that the AC power adapter is connected. If the *On-Line Indicator* on the headset does not flash continuously put the headset back in the *Base Unit* and remove it again.

Why do I hear beeping in my headset?

- A beep every 10 seconds indicates that you are out of range. Move closer to the *Base Unit.*
- A beep every 15 seconds indicates that the *Mute* function is active.
- A beep every 20 seconds indicates that the battery is too low and needs recharging.

Why can't the caller hear me speaking?

- Check that the *Mute* function is off.
- Readjust the microphone volume.

- Check the position of the Boom Arm and make sure that the microphone is positioned close to your mouth.
- You may be out of range. Move closer to the *Base Unit*.

Why do I hear a buzz or humming noise in my headset?

- Static sometimes results when your *Base Unit* is placed too close to your telephone or other electronic devices. Try moving the base station further away from other devices.

Operational and Safety Information

Replacing the battery

If you need to replace the battery, you must use GN Netcom-approved batteries. No other parts can be replaced by the user.

Inside the *Headset Receiver* is where the battery is located, press down on the plastic tab securing the battery and pull the battery out. Insert the new battery into the battery compartment.

Note: Make sure that the battery is placed correctly in the headset with the + of the battery corresponding to the + indicated in the battery slot of the headset.

Memory Reset

When the battery is removed or the power adapter is unplugged (for at least a few seconds), all customized headset settings *(clear dial tone, transmit volume, received sound volume and tone control*) are returned to factory-set default settings.

Cleaning and Replacing Parts

The *Ear Cushion* and *Earplate* may be cleaned or replaced. When cleaning, use only water and a small amount of dishwashing liquid if needed.

For the *Earplate* , remove the *Earplate* from the *Headset Receiver*.

For the *Headset's Ear Cushion*, gently peel it off the *Earplate*

Registering a New Master Headset

A new master headset may be registered to the product in case of loss or damage to the original headset. To register a new master headset:

1) Unplug the power adapter for a couple of seconds.
2) Plug the power adapter back to the power outlet.
3) Secure the new master headset into the *Base Unit*.

Cautionary Notes to Computer Users

When using any headset with a computer, care should be taken in dry or low humidity environments to protect the user from electrostatic discharge from the monitor (CRT). Computer monitors can induce a substantial electrostatic charge when turned on or off, or when there is a power failure, and the resulting electrostatic discharge can be passed through the headset to ground.

A user in close proximity to or touching the computer may feel a common “shock” sensation, similar to touching a doorknob after walking across a carpet, causing no harm to the user. This discharge is entirely due to the computer monitor; the headset is merely the shortest path to ground.

To minimize the possibility of electrostatic discharge through the headset, you can:

- Use a grounded screen in front of the monitor.
- Use static dissipative wrist straps.
- Increase the relative humidity in the room to 60% or more.
- Install static dissipative carpets or floor coverings (anti-static sprays can be helpful).
- Remove the headset before turning the computer on or off.

GN Netcom, Inc. headsets meet all OSHA, UL, FCC and CS standards.

Safety Instructions

- Never try to dismantle the product yourself. None of the internal components can be repaired by users.
- Do not expose the headset to rain or other liquids.
- The headset is equipped with a rechargeable NiMH battery (nickel-metal-hydride). For battery replacement, please contact your distributor or reseller.

FCC Notice to Users

Upon request only, you must notify your telephone utility company (telco) of your intention to install or permanently remove an FCC Part 68 registered device or system. Include the FCC Registration Number and the Ringer Equivalence Number (REN) located on the amplifier label.

The telco has the right to make changes to their network, which may affect the operation of your equipment, provided you are given adequate advance written notice to permit correct operation.

This device complies with part 15 of the FCC Rules and ICES-003 Operation is subject to the follow-

ing two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protec tion against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1) Reorient or relocate the receiving antenna.
2) Increase the separation between the equipment and receiver.
3) Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4) Consult the dealer or an experienced radio/TV technician for help.

Complies with part 15 & 68, FCC Rules

Operation is subject to the following two rules:

1) This device may not cause harmful interference and
2) This device must accept any interference received, including interference that may cause undesired operation.Industry Canada requires Indoor Use Only

IC Notice to Users

The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational and safety requirement as prescribed in the appropriate Terminal Equipment Technical Resource Document(s). The department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local
telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and
internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas. Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the ringer equivalence Numbers of all the devices does not exceed 5.

To Obtain Service

For customer service and technical support, call GN Netcom, Inc. at 1-800-826-4656.

If it becomes necessary to send a unit in for repair, it is not necessary to call for a Return Material Authorization (RMA) number, as one will be assigned upon receipt of the package at the factory.

Ship the product in a suitable shipping container, fully insured and with the shipping charges prepaid. Include the following with the product:

- Your name, company name, address and telephone number.
- A description of the problem.
- A copy of the receipt or other proof of purchase (without proof of purchase, your warranty will be defined as beginning on the date of manufacture as labeled on the product).

  Or, for out of warranty products:

- A purchase order which authorizes repair.

In warranty products are warranted for one year from the repair date or for the remainder of the original warranty period, whichever is longer. Out of warranty products will be repaired or replaced at the prevailing charge and carry a one year warranty from repair date.

GN Netcom, Inc. will not assume any responsibility for any loss or damage incurred in shipping. Any repair work on GN Netcom, Inc. products by unauthorized third parties voids any existing GN Netcom, Inc. warranty.

Ship To: GN Netcom, Inc. • 77 Northeastern Boulevard • Nashua, NH 03062 • 1-800-826-4656

Warranty

GN Netcom, Inc. warrants this product against all defects in material and workmanship for a period of one year from the date of original purchase. The conditions of this warranty and our responsibilities under this warranty are as follows:

- The warranty is limited to the original purchaser.
- The warranty is void if the serial number, date code label or product label is removed, or if the product has been subject to physical abuse, improper installation, modification, or repair by unauthorized third parties.
- The responsibility of GN Netcom, Inc. under this warranty shall be limited to the repair or replacement of the product at the sole discretion of GN Netcom, Inc.
- Any implied warranty on GN Netcom, Inc. products is limited to one year from the date of purchase on all parts, including the cords and connectors. Specifically exempt from warranty are limited-life consumable components subject to normal wear and tear, such as microphone windscreens, ear cushions, ear tips, decorative finishes, batteries, and other accessories. GN Netcom, Inc. is not liable for any incidental or consequential damages arising from the use or misuse of any GN Netcom, Inc. product.
- A copy of your receipt or other proof of purchase is required. Without proof of purchase, your warranty is defined as beginning on the date of manufacture as labeled on the product.
- This warranty gives you specific legal rights and you may have other rights which vary from state to state.

Unless otherwise instructed in the User Guide, the user may not, under any circumstances, attempt any service, adjustments or repairs on this unit, whether in or out of warranty. FCC Part 68.216 mandates that “Repair of registered terminal equipment and registered protective circuitry shall be accomplished only by the manufacturer or assembler thereof or by their authorized agent.”Contact GN Netcom, Inc. at (800) 826-4656 for authorized service locations.